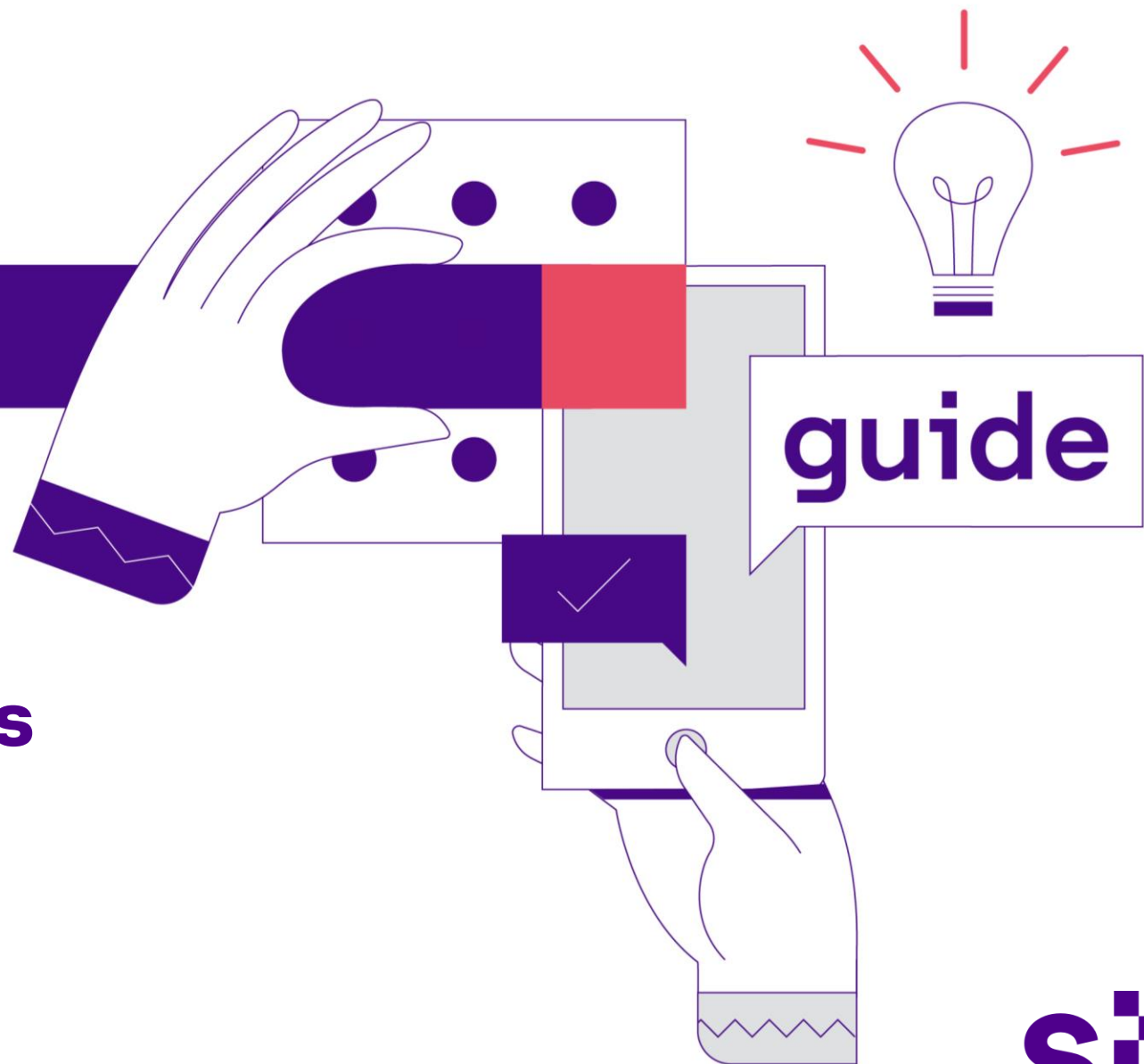


User Guide for After Sales Services



stc



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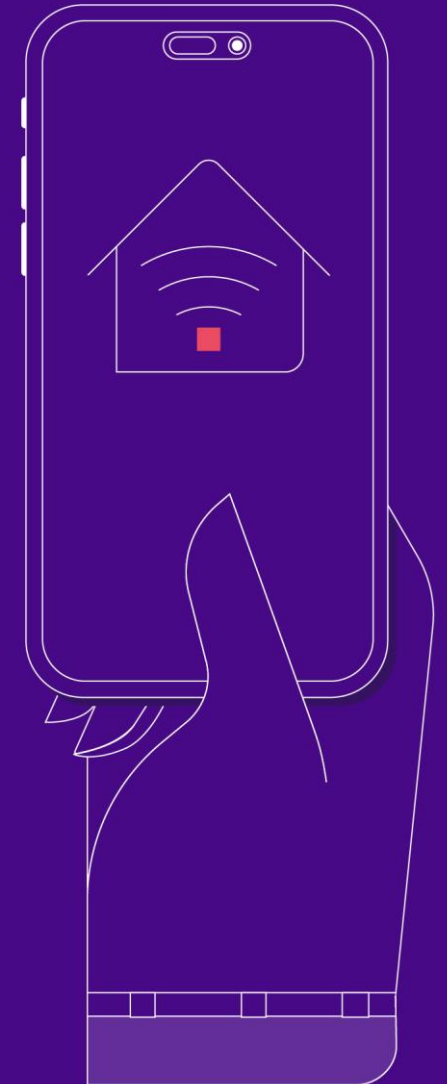
Thank you for choosing stc and for your trust in our products. We are delighted that you have selected us. We hope you enjoy using this device, designed to meet your needs.

This guide will help you understand all the details related to our after-sales services, ensuring you receive the best care for your device..

stc provides warranty coverage for Apple products (iPhone/iPad), while other brands offer warranty services through their authorized agents.

The warranty period is 24 months starting from the date of purchase of the hardware device. The warranty is linked To the serial number of the device, which represent A reference guarantee for the client.

stc Service Center will serve the customers even if the device was not sold from stc (iPhone/iPad).



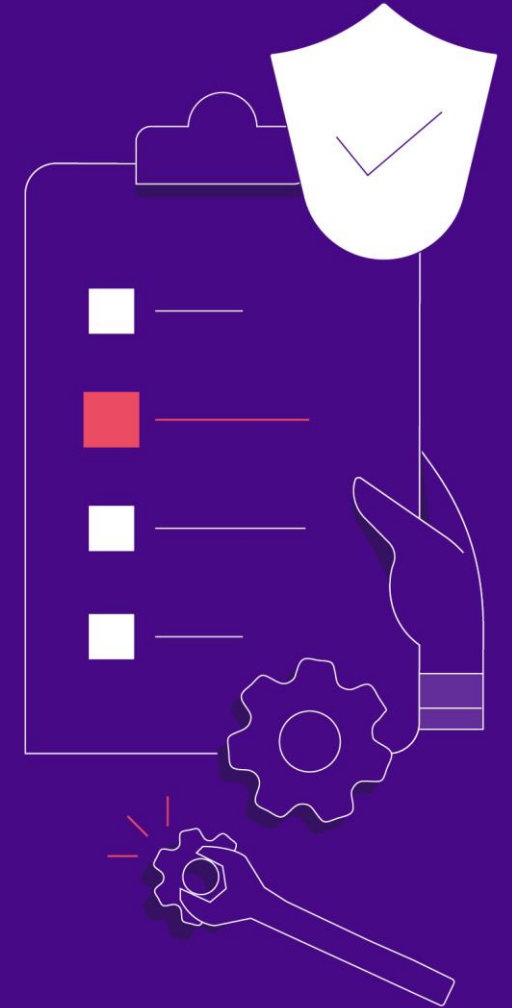
1

Warranty

The Warranty Will Not Cover The Following Misuse Cases:

- Repair In Unauthorized Repair Centers.
- Damages Resulting From Misuse, For Example: *Fractures, Scratches, Liquids Or Any Other Reason.*
- Damage Due To Moisture Or Exposure To Direct Heat.
- Electrical Hazards Due To Connecting To High Voltage And Wrong Power Supply And Use Of Non-original Chargers Or Cables.
- Illegal Modifications, Software Or Hardware (Non-original Parts)
- Misused Devices, However stc Can Provide Paid Services For Them.
- The warranty period for integrated or attached consumable parts of the product, such as the battery, is subject to the manufacturer's policy.

**Warranty Policy Applied Based On Manufacturer Warranty.*



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Devices That Support (stc Protect)

To Know The Devices That Covered By (*stc protect*),
Scan The QR Code Below



Or Call 900

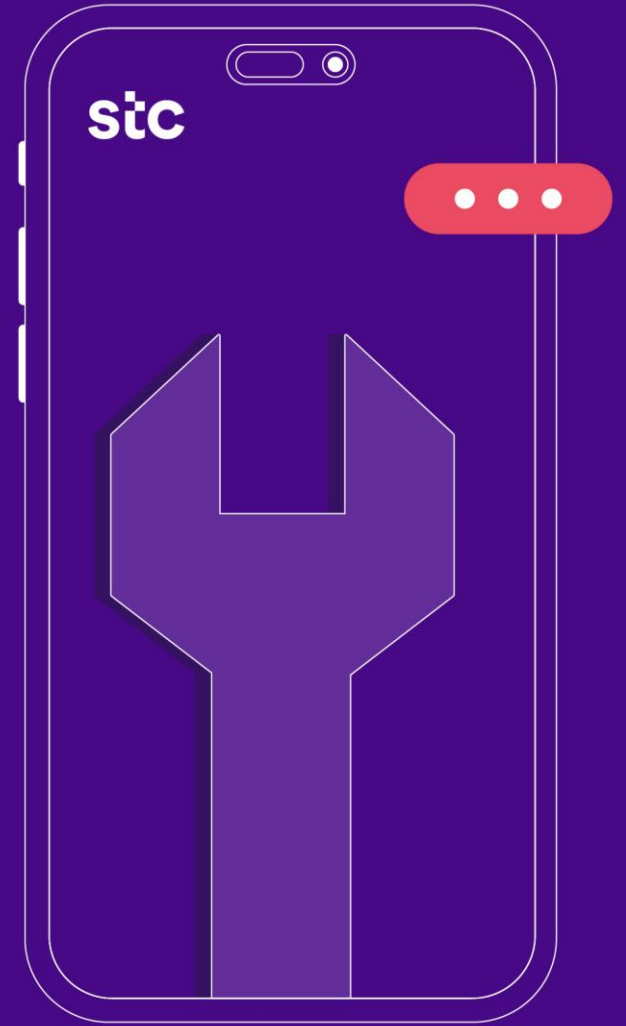
عام - Public

stc	
Brand	Device name
Apple	iPhone 13 mini
Apple	iPhone 13
Apple	iPhone 13 Pro
Apple	iPhone 13Pro Max
Apple	iPhone SE
Apple	iPhone 14 Pro





Refurbished Devices



stc

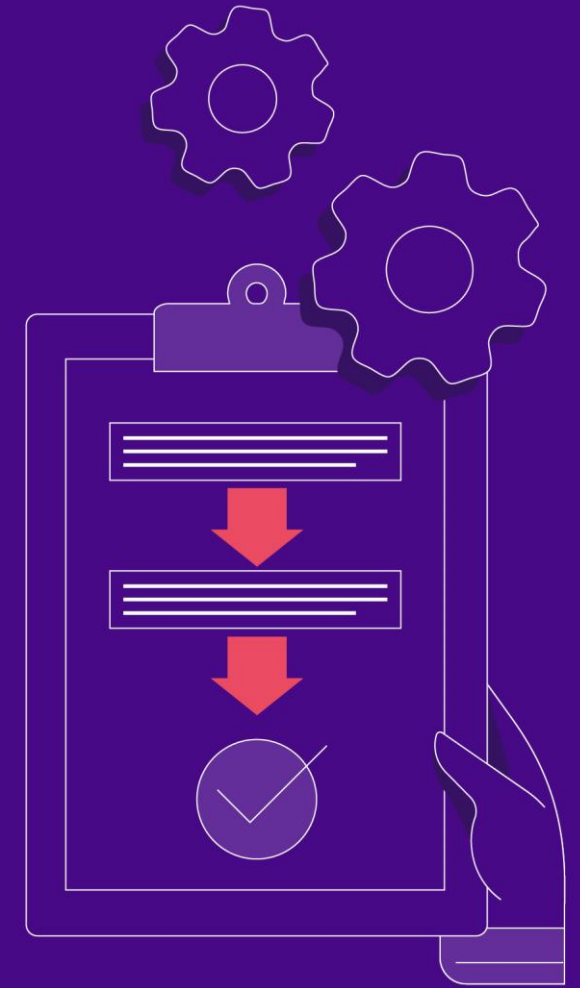
Problem Description	Due Procedure
If You Face A Problem Within 72 Hours From The Date Of Purchase Resulting From: 1. A Manufacturing Defect, And The Device Is In Its Original Condition And Has Not Been Previously Repaired. 2. Programs Stopped Due To The Previous User (Application Blocking), And The Device Is In Its Original Condition And Was Received And Has Not Been Previously Repaired.	The Device Is Returned With All Its Accessories, With The Need To Log Out Of Personal Cloud Accounts (iCloud, Google Account). Must Provide Purchase Invoice When Requesting The Service.
If You Face Any Malfunction After 72 Hours From The Date Of Purchase (Manufacturing Defects That Need To Be Addressed Maintenance Or Return Within The Warranty Period).	Please Visit stc Maintenance Centers Or Collection Points To Have Your Device Checked For Manufacturing Defects. If A Defect Is Confirmed, The Required Maintenance Will Be Performed. If Maintenance Is Not Possible, The Customer Will Receive A Refund Of The Purchase Amount, With A Deduction Of The Fair Consumption Value (2%) For Each Month. Must Provide Purchase Invoice When Requesting The Service.
If You Face Any Malfunction After 72 Hours From The Date Of Purchase, The Device Is Not Manufactured (Misuse Defects) During The Warranty Period.	Please Visit stc Maintenance Centers In The Main Cities Or Collection Points To Have The Device Checked And Pay The Repair Value, If Any. Must Provide Purchase Invoice When Requesting The Service.

Refurbished Devices Purchased From stc Are Subject To A Limited Warranty Period Specified Through The mystc App.

stc Has The Right To Direct The Customer To Any Third Party (Authorized Maintenance Agents).

4

Aftersales Procedures For All Devices

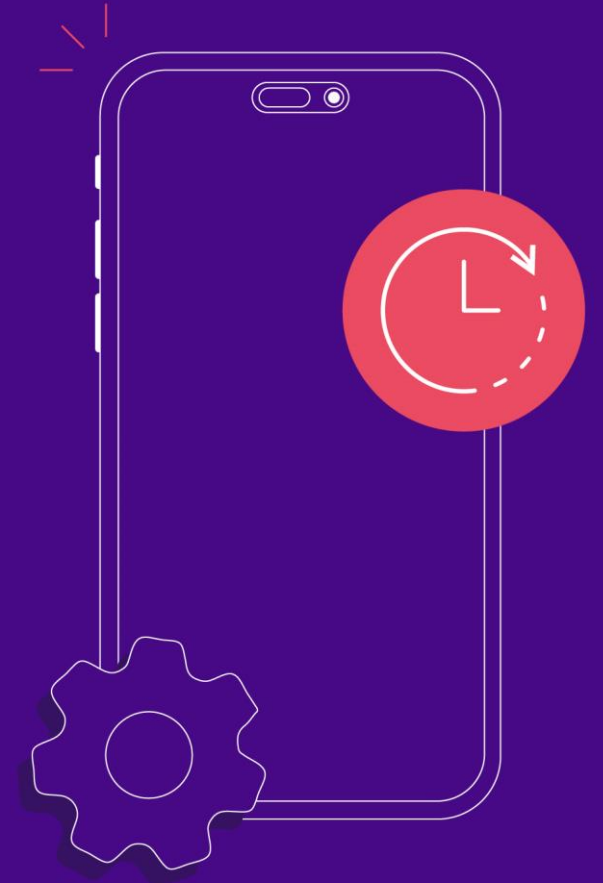


stc

	Type Of Device	Problem Description	Due Procedure
	All The Devices	If you face any malfunction resulting from A manufacture defect within 72 hours from date of purchase.	The device will be replaced with A new one of the same model along with its box, provided that it is returned in the same condition to stc branches.
	Apple (iPhone\iPad) ZTE	If you face any malfunction after 72 hours from date of purchase (manufacture defects that require maintenance or replacement). If you face any issue related to misuse after 72 hours from date of purchase.	14 working days from the device received date, Please visit stc maintenance centers in main cities or Any retail stores.
	All Non-stc Warranty Devices	If you face any malfunction after purchase (manufacture defects that require after-sales service).	Kindly refer directly to the authorized agent.



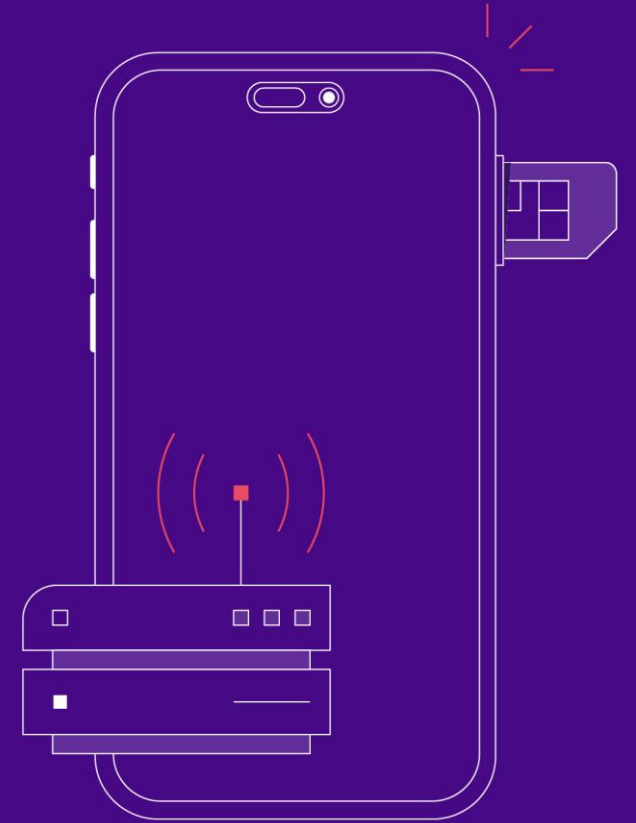
Maintenance Period



	Type Of Device	Maintenance Level	Maintenance Period
	(iPhone\iPad)	Software, Repair, Replace.	14 working days from the device received date, original invoice, and deactivating the (Find Device) option, If you face any issues with your iCloud account please contact Apple on 8008449724
	ZTE	Software, replacement.	14 working days from the device received date, original invoice.
	Other Devices	As per the device's authorized agent policy.	Determined by the authorized agent.



Router



Trial Period Baity Packages - Coverage Issues	Terms And Condition
Any 5G Under Baity Packages With Router Can Be Return If The Customer Faces An Issue In Coverage (Within 72 HRs)	▪ Online Purchase / Offline Purchase ▪ Package Is Open But Nothing Missing ▪ Device Is As New And Not Misused

(Locked Router) Update The Router's SIM PIN Using PUK Code Steps

1. Insert The SIM Card Into Your Phone:

- **Insert The SIM Card And Enter The SIM PIN Randomly Three Times Until The Device Asks For The PUK Code.**

2. Enter The PUK Code And Set A New Sim Pin:

- **Enter The PUK Code, Then Set A New SIM PIN, Which Should Be "0000" Only.**

3. Disable The Sim Pin Feature:

- **On Your Phone, Go To: Settings > Cellular > SIM PIN > Disable PIN.**
- **Use "0000" To Disable The Sim Pin.**

4. Insert The Sim Into The Router:

- **Place The SIM Card Into The Router And Wait For 5 Minutes Until The Device Recognizes The SIM.**

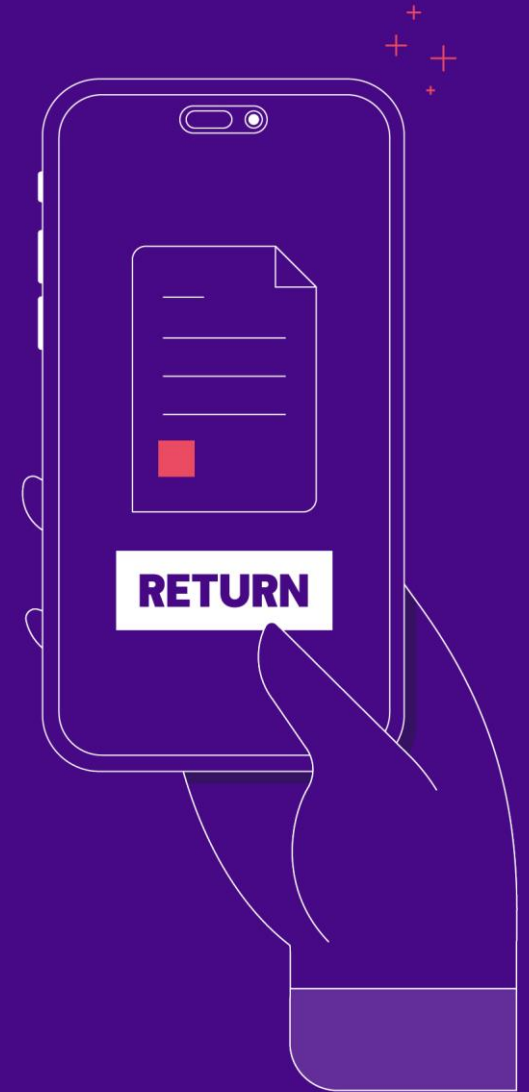


Return Within 7 Days

Any Devices Purchased **Within 7 Days**
Can Be Return **As Per Return Conditions**

Return Conditions

- Online Purchase
- Cash Purchase (Not By Contact)
- Device Must Be In Its Original, Factory-sealed Packaging And Unused (In The Same Condition As When Purchased)
- If The Device Was Purchased With Accessories, They Must Be Fully Assembled (Items Are Still In Their Factory-sealed Packaging And Unused – In The Same Condition As When Purchased). If Any Item Has Been Used, The Return Will Be Rejected.
- These Terms Apply To All Devices Sold Through stc Except For (Baity 5G Packages), Anything Else Will Be Added Later.

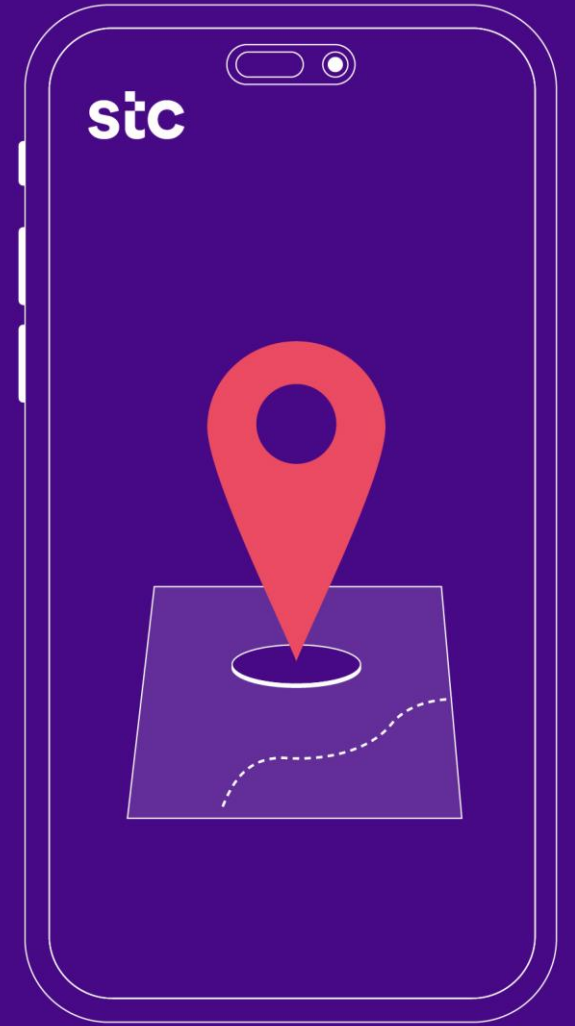


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Service Centers In Main Cities

Locations – Working Period



stc

Jeddah

Prince sultan St. Almasrrah Square

Sunday - Thursday

10:00 - 18:00

https://maps.app.goo.gl/nXkKz6FADeQnVfJC8?q_st=iw

Khamis Mushait

Prince Sultan Road -Bin Jalalah Mall.

Sunday - Thursday

10:00 - 18:00

<https://g.co/kgs/kZqWmJo>

Dammam

Imam Ali Bin Abi Talib St.

Almuraikabat district

Sunday - Thursday

10:00 - 18:00

https://maps.app.goo.gl/qJeucKhsFyMGpify6?q_st=com.google.maps.preview.copy

Riyadh

King Abdulaziz street - Aban center

Sunday - Thursday

10:00 - 18:00

Friday - Saturday

16:00 - 20:00

<https://goo.gl/maps/ANCyVVnS7xyf9GuH6>



Devices Under **stc** Warranty

Apple
iPhone
& iPad

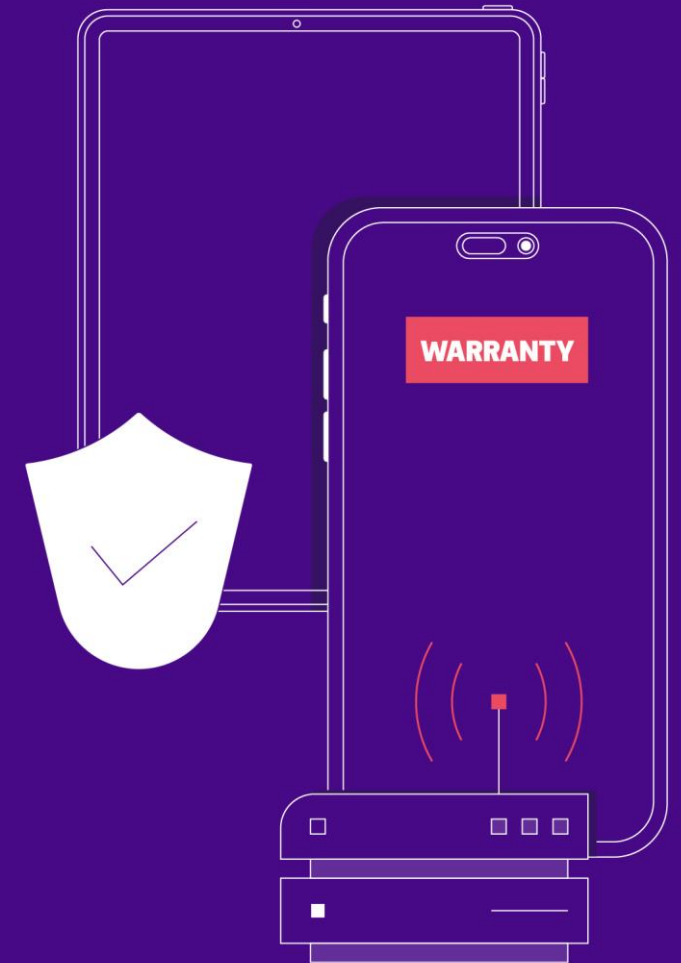
ZTE
Smartphone
s & Routers

Huawei
Routers

RiverSong

Contact Number
8001243020

عام - Public

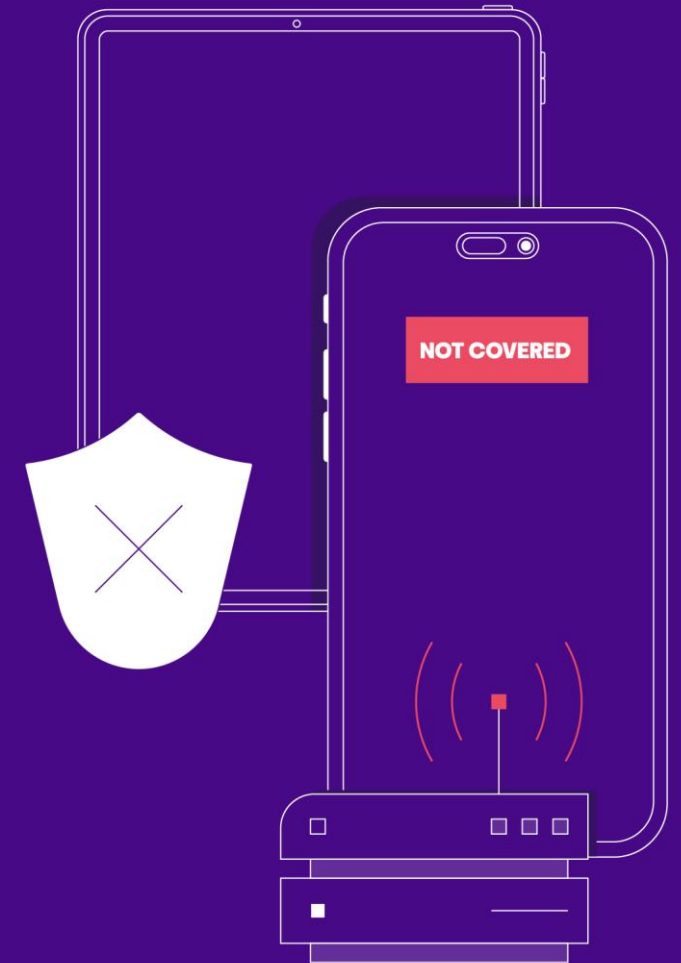


stc



Devices Not Covered By **stc** Warranty

Brand Name And Service Provider Information



Brand Name	Service Provider	Contact Number	WEB - Email
Anker	Anker Service Center	KSA Toll Free: 8008500030 WhatsApp Number: 0551999527	support.mea@anker.com
Apple Accessories	Arab Computers	+966 11 511 9393	www.arabcomputers.com.s
ASUS Laptop	Best Arabian Trading & Contracting Co.Ltd	8008500854	-
BenQ	Adowa AL Shamel Computers	+966 591661634	ervice_centre@adowaalshamel.com.sa
Bose	aDawliah Company	920000537 - Riyadh Center Tel:0114091065 - Al-Khobar Center Tel:0138977025 Jeddah Center Tel:0126682288	Info@adawliah.com
Elgato Streaming Devices	Elgato Service Center	Azharuddin Ahmad 966 11 4611556 Riyadh Mohammed Abdulmajeed 966-12-6640636 Jeddah Mohammed Akmal 920009415 Alkhobar	
Garmin	Garmin Service Center	0112253777	-
Geekay	Geekay	+966-54-309 7882	khani@geekaygroupmea.com
HONOR	HONOR Service Center	8005440443	https://www.hihonor.com/sa-en/support/
HP Laptop	HP Service Center	stc 8008440785 - Zain & Mobily 8008500405	-
HP Printer			
Huawei – Smart Phones,Tablets, Smart Watches & Accessories	Huawei Service	8001220888	
Lenovo	Lenovo Service Center	8008501298	Support_SA@lenovo.com
Linksys	Linksys Service Center	Linksys KSA 8008445905 local vendor 920007788	
LG TV’S and Sound bar	United Yousef M Naghi Co.	LG Toll Free 800-126-9999 LG WhatsApp 053-008-4411	-
Thrustmaster	Thrustmaster Service Center	8001207669	

Brand Name	Service Provider	Contact Number	WEB - Email
Microsoft Laptop	Alfalak Electronic Equipment & Supplies Co.	599544142	-
Motorola	Assr Al Jawal Service Center	8001244402	service@assraljawal.com.sa
Motorna	Motorna Service Center	920000474	https://motorna.sa
NINTENDO	NINTENDO Service Center	+966114140890	Nintendo@shassamurai.com
OPPO	OPPO Service Center	8008500838 - 8008500302	https://support.oppo.com/sa/service-center/
Samsung	Samsung Services	8002474357	ttps://www.samsung.com/sa_en/support/service-center/
Sony PlayStation	Modern Electronics	920007669	mecare@modern-electronics.com
Sony TV's	Modern Electronics	8001207669	mecare@modern-electronics.com
TCL TV & Sound bar	Al-Esayi	8002440305	Customer_Service@aecksa.com
Soundcore	Anker Service Center	KSA Toll Free: 8008500030	support.mea@anker.com
Telo	Assr Al Jawal Service Center	8001244402	service@assraljawal.com.sa request for pickup thru (postal-repair@assraljawal.com.sa)
XBOX	Alfalak Service Center	599544142	wasim_almezaien@alfalak.com
Xiaomi	Xiaomi Service Center	8001202002	service.sa@support.mi.com

Brand Name	Service Provider	Contact Number	WEB - Email
JBL	Jaddaf	WhatsApp Number: 920014154	support@jaddaf.com.sa
IMOU	IMOU Service Center	8008912089	-
Amazon	Amazon Service Center		Help - Amazon Customer Service
Dahua	Dahua Service Center	Riyadh: +966 551217895 Khobar: +966 564463633 Jeddah: +966 537863548	Riyadh: rma.riyadh@dahuatech.com Khobar: RMA.ALKHOBAR@dahuatech.com Jeddah: rma.jeddah@dahuatech.com
Ezviz	Ezviz Service Center	920011291	support.mena@ezviz.com
Ring	Ring Service Center	8001243020	
Nextivity	stc Service Center	8001243020	
HikVision	HikVision Service Center	920011291	
Legrand	Legrand Service Center	8001243020	
Philips Hue	Philips Hue Service Center	0554445336	

Brand Name	Service Provider	Contact Number	WEB - Email
Eufy bodysense smart	Eufy Service Center	KSA Toll Free: 8008500030	support.mea@anker.com
RoboVac G10			
70mai	70mai Service Center	0506672013	
Thinkware		920003440	
BlackVue			
Linksys	Linksys Service Center	Linksys KSA 8008445905 local vendor 920007788	
IRobot	iRobot Service Center	920033789	
KHWAREZM	stc Service Center	8001243020	
DDPAI	DDPAI Service Center	0506672013	
Ecovacs	Ecovacs Service Center	8001207669	

11

Prices

iPhone Replacements – Spare Parts



iPhone 14
2,908.36 SAR

iPhone 14 Plus
3,164.02 SAR

iPhone 14 Pro
3,483.43 SAR

**iPhone 14 Pro
Max**
3,682.32 SAR

iPhone 15
2,860.05 SAR

iPhone 15 Plus
3,111.90 SAR

iPhone 15 Pro
3,425.85 SAR

**iPhone 15 Pro
Max**
3,621.34 SAR

iPhone 16
2,860.05 SAR

iPhone 16 Plus
3,111.90 SAR

iPhone 16 Pro
3,425.85 SAR

**iPhone 16 Pro
Max**
3,851.35 SAR

The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%

iPhone 16e
2,250.31 SAR

iPad Pro 13 Inch
(M4) Wi-Fi + Cellular
4,847.81 SAR

iPad Pro 13 Inch
(M4) Wi-Fi
4,607.46 SAR

iPad Pro 12.9 Inch
(6th Gen) Wi-Fi +
Cellular
3,771.46 SAR

iPad Pro 12.9 Inch
3rd Gen, Cellular
3,067.12 SAR

iPad Pro 12.9 Inch
3rd Gen Wi-Fi
3,067.12 SAR

iPad Pro 12.9 Inch
4th Gen Wi-Fi + Cellular
3,067.12 SAR

iPad Pro 12.9 Inch
4th Gen Wi-Fi
3,067.12 SAR

iPad Pro 11 Inch
Wi-Fi
2,278.59 SAR

iPad Pro 11 Inch
Cellular
2,381.61 SAR

iPad Pro 11 Inch
(2nd Gen)
Wi-Fi + Cellular
2,381.61 SAR

iPad Pro 11 Inch
(2nd Gen) Wi-Fi
2,381.61 SAR

iPad mini (A17
Pro) Wi-Fi +
Cellular
1,994.95 SAR

The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%

iPad mini (A17 Pro) Wi-Fi 1,691.90 SAR	iPad Air 13 Inch (M2) Wi-Fi + Cellular 3,067.12 SAR	iPad Air 13 Inch (M2) Wi-Fi 2,847.67 SAR	iPad Air 11 Inch (M2) Wi-Fi + Cellular 2,381.61 SAR	
iPad Air 11 Inch (M2) Wi-Fi 2,077.64 SAR	iPad (8th Gen) Wi-Fi 1,246.73 SAR	iPad (7th Gen) Wi-Fi + Cellular 1,246.73 SAR	iPad (A16) Wi-Fi 1,460.12 SAR	iPad (A16) Wi-Fi Cellular 1,677.56 SAR
iPad Air 11 Inch M3 Wi-Fi 2,133.19 SAR	iPad Air 11 Inch M3 Wi-Fi Cellular 2,361.01 SAR	iPad Air 13 Inch M3 Wi-Fi 2,847.67 SAR	iPad Air 13 Inch M3 Wi-Fi Cellular 3,067.12 SAR	iPad (A16) Wi-Fi 128GB 1,460.12 SAR

The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%

iPhone 14	
Display	1401.11 SAR
Camera	782.81 SAR
True Depth Camera	1,026.62 SAR
*Mid System	1932.92 SAR
Back Glass	847.81 SAR

iPhone 14 Plus	
Display	1579.26 SAR
Camera	789.18 SAR
True Depth Camera	1001.75 SAR
*Mid System	2161.44 SAR
Back Glass	913.67 SAR

iPhone 14 Pro	
Display	1579.26 SAR
Camera	1002.26 SAR
True Depth Camera	985.18 SAR
*Rear System	2414.14 SAR

iPhone 14 Pro Max	
Display	1948.53 SAR
Camera	1010.87 SAR
True Depth Camera	976.89 SAR
*Rear System	2557.96 SAR

**All iPhone 14
Battery 434 SARz**

The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%

When Replacing The Mid System: The Screen, Camera And Back Glass Of The Customer's Previous Device Are Installed

When Replacing The Rare System: The Screen And Camera Of The Customer's Previous Device Are Installed

Public - عام

iPhone 15	
Display	1377.51 SAR
Camera	789.18 SAR
True Depth Camera	993.47 SAR
*Mid System	1915.93 SAR
Back Glass	847.81 SAR

iPhone 15 Plus	
Display	1593.20 SAR
Camera	789.18 SAR
True Depth Camera	993.47 SAR
*Mid System	2180.93 SAR
Back Glass	913.67 SAR

iPhone 15 Pro	
Display	1607.15 SAR
Camera	1010.87 SAR
True Depth Camera	976.89 SAR
*Mid System	2435.83 SAR
Back Glass	847.81 SAR

iPhone 15 Pro Max	
Display	2001.43 SAR
Camera	1219.55 SAR
True Depth Camera	960.32 SAR
*Mid System	2628.43 SAR
Back Glass	913.67 SAR

**All iPhone 15
Battery 371.54 SAR**

**The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%
When Replacing The Mid System: The Screen, Camera And Back Glass Of The Customer's Previous Device Are Installed**

iPhone 16		iPhone 16 Plus		iPhone 16 Pro		iPhone 16 Pro Max	
Display	1377.52 SAR	Display	1607.15 SAR	Display	1607.15 SAR	Display	2001.43 SAR
Camera	776.45 SAR	Camera	782.81 SAR	Camera	1252.04 SAR	Camera	1252.04 SAR
True Depth Camera	976.89 SAR	True Depth Camera	985.18 SAR	True Depth Camera	985.18 SAR	True Depth Camera	985.18 SAR
*Mid System	1932.93 SAR	*Mid System	2200.43 SAR	*Mid System	2435.83 SAR	*Mid System	2628.43 SAR
Back Glass	847.81 SAR	Back Glass	921.50 SAR	Back Glass	847.81 SAR	Back Glass	921.50 SAR
Battery	353.69 SAR	Battery	353.69 SAR	Battery	403.77 SAR	Battery	403.77 SAR

The Replacement Price (Out Of Warranty) Includes A 100 SAR Service Fee And VAT 15%
When Replacing The Mid System: The Screen, Camera And Back Glass Of The Customer's Previous Device Are Installed

Thank You